


# GAURAV UPADHYAY

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Passport Number: N0464580 Validity: 06th July 2025

Visa Status: Employment Visa Emirates ID: 784-1985-2239818-3

VACCINATION | Sino pharm: Both Dosage | Pfizer Bio Tech: Booster Shot both dosage.

## Night Manager | Front Office Manager | Duty Manager

*Highly accomplished and well-practiced individual with 16+ years of experience working in luxury and business hotels in both domestic and international locations in various capacities. Proficient at overseeing hard-core administration operations as well as handling front desk operations, reservations, and revenues.*

- Adept at leveraging persuasive communication skills to collaborate with guests, clients, and colleagues from diverse ethnic and socioeconomic backgrounds to maintain a good relationship with them.
- Skilled in collaborating and coordinating with teams to proficiently increase GOP revenue, manage marketing strategies development, and administration.
- Highly efficient, results-oriented, and competent in people management, training, and development.
- Technically proficient in operating Microsoft Office Suite applications including Word, Excel, etc.

## CORE PROFICIENCIES

Time Management | Planning and Organizing | Sales & Marketing | Profit Enhancement | Flexibility and Adaptability  
Problem-Solving | Implementing New Systems & Processes | Strategic Planning | RCA Management (Root Cause Analysis)

**Service Acumen:** Monitoring P&L Cost control, Taking care of GSTS (Guest Satisfaction Tracking System) and NPS (Net Promotor Scores), Operational Excellence, Maintaining NPS Scores, Increasing ARR & Rev PAR, Staff Training, MIS Compilation

**Certifications:** KUDOS Culture Award-Front Office Team | Manager of the month

**Honor Awards:** Best Employee Appreciation Letter | GSI Champion | Club Carlson Loyalty Program Winner (May 2017)

**Languages:** English (Professional Fluency), Hindi (Native Proficiency)

## PROFESSIONAL EXPERIENCE

### MGallery Hotel Collection

February 2021 - Present

#### Night Manager

##### **Selected Accomplishments:**

- Organized and managed all areas of the shift and ensured all service standards were met with polite and engaging support.
- Ensured proper communication between the Front Desk and the rest of the hotel.
- Handled guest issues and reacted immediately to ensure that our guests had a wonderful experience.
- Assisted the Front Office Manager in the training and growth of the staff, as well as the achievement of key KPI indexes including guest happiness, upselling outcomes, loyalty program recruitment, and guest personalization.
- Covering all available commercial alternatives to supplement hotel revenue statistics.

#### Duty Manager

OCT 2015 – OCT 2017

##### **Selected Accomplishments:**

- Increased Hotel Revenue by direct upsells and materialization of Walk-In Guests to add-on on Rev Par & ARR Statics.
- Contributed to updating and proposing modifications to present policies and processes (Internal Controls) to ensure that there is no revenue leakage and that all financials used at the Front Desk are properly recorded.
- As a qualified trainer, provided operations training, including system training, cash handling procedures, reservations procedures, and revenue development approaches.

- Maintained and prepared revenue budgets, business and marketing plans with the director of sales & revenue.
- Monitored all daily, weekly, and monthly data, identifying major areas of deficiency and making improvements to achieve the required yield and change.
- Managed VIP movements and shift scheduling, as well as the allocation of duties in the department.
- Evaluated guest feedback system monitoring (e.g., TrustYou, TripAdvisor, Booking.com, Expedia, etc.), responding to compliments, conducting a thorough analysis, providing remarks, and following up on online guest issues.

#### **Fortune Park Hotels Ltd (Dahej, Gujrat)**

**March 2020 - February 2021**

##### **Front Office Manager**

**Key Tasks:** Maintaining NPS Scores | Increasing ARR & Rev PAR | MIS Compilation | Promoting Loyalty Program CLUB ITC | Promoting Hotel Services & controlling costs hereby increasing GOP % | Revenue Optimization | Business Planning & Leadership - Hotel/Resort Operations & Management | Departmental Budgeting | SOP Formulation

- Assuring that visitor information and management reporting are processed quickly and properly while adhering to strict security guidelines.
- Ascertaining that all accounting transactions and cash handling procedures are in order.
- Conducting monthly meetings with Front Office and Communication Team members to discuss current initiatives, projects, and long-term goals.

#### **The Lalit Suri Hospitality Group, New Delhi, India**

**January 2019 - February 2020**

##### **Duty Manager**

##### **Main Responsibilities:**

- Managing the 461-key Giant in Delhi's busiest area, Connaught Place.
- Responsible for GSTS & TripAdvisor Ranking.
- Responsible for maintaining NPA Score.
- Maximum Guest Appreciations on TripAdvisor.
- Responsible for Incremental Revenue through Direct Upselling and Walk-ins.
- Expert in a conversation of Opportunities into Business.
- Team Management of 70+ Employees within the department including Bell Desk & Concierge.

## **OTHER WORK EXPERIENCES**

**Manager Club Lounge** | New Delhi Area, India | **July 2018 - January 2019**  
 Radisson Hotel Group, Ghaziabad | **Duty Manager** | **June 2016 - July 2018**  
 The Lalit Suri Hospitality Group | **Duty Manager** | **October 2013 - June 2016**  
 Lebua Hotels and Resorts, Jaipur | **Front Office Manager** | **September 2012 - September 2013**  
 The Hans Hotel, New Delhi | **Duty Manager** | **March 2010 - September 2012**  
**Front Office Executive**, New Delhi, India | **January 2010 - March 2010**  
 Devi Garh (Rajsamand) **Management Trainee (Front Office)** | **July 2007 - December 2009**  
 Hyatt Regency Industrial **Trainee (562 Keys)** | **October 2005 - March 2006**

## **EDUCATION & CREDENTIALS**

IHM Shillong  
**B.Sc.; Bachelor, Hospitality & Hotel Administration; Tourism Studies**  
 (2004 - 2007)

Scout & Guide  
**Elementary & Advanced, Tactics**  
 (2002 - 2006)